



**Annual Report and Plan for Community Benefit**

**Long Beach Memorial Medical Center**

**Fiscal Year 2016 (July 1, 2015 – June 30, 2016)**

**Submitted to:**

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**Accounting and Reporting Systems Section**

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## About the Organization

### Mission

To improve the health and well being of individuals, families and our communities through innovation and the pursuit of excellence.

### Vision

Exceptional People. Extraordinary Care. Every Time.

### Values

#### *The iABCs of MemorialCare*

With a focus on solid fundamentals – Integrity, Accountability, Best Practices, Compassion and Synergy – MemorialCare Health System is delivering the highest standard of patient care and exceptional clinical outcomes. What sets us apart is our ability to leverage the strengths of our health system, from operational efficiencies and the application of new technologies, to the exchange of ideas, expertise and best practices. It's what we mean when we say: MemorialCare. Excellence in Health Care.

### MemorialCare Health System

MemorialCare Health System is a nonprofit integrated delivery system that includes five hospitals – Long Beach Memorial, Miller Children's & Women's Hospital Long Beach, Community Hospital Long Beach, Orange Coast Memorial, and Saddleback Memorial; medical groups – MemorialCare Medical Group and Greater Newport Physicians; a health plan – Seaside Health Plan; and numerous outpatient health centers, imaging centers and surgery centers throughout the Southland (Orange County and Los Angeles County). For more information on our work and accomplishments please visit <http://www.memorialcare.org/about/reports>.

### Long Beach Memorial Medical Center

Long Beach Memorial Medical Center is a 462 bed, state-of-the-art regional medical center. Established as Seaside Hospital in 1907, it became known as Long Beach Memorial Hospital in 1958. The Medical Center is located on a 54-acre campus that it shares with Miller Children's & Women's Hospital. In 2011, Community Hospital Long Beach joined the organization. These hospitals function under the same tax identification number but are separately licensed hospitals.

As a regional medical center, Long Beach Memorial provides health care through many specialties and services, including the Heart & Vascular Institute, Todd Cancer Institute, wound healing, joint replacement center and Orthopedic Institute, to name a few. For a complete list of Long Beach Memorial's services visit [www.memorialcare.org/long-beach-memorial/services](http://www.memorialcare.org/long-beach-memorial/services).

Long Beach Memorial Medical Center has been recognized as a major regional provider of medical and surgical services. Long Beach Memorial consistently achieves national accolades

for its quality care, including being named as one of the U.S. top 125 hospitals by Consumers' CHECKBOOK; named Top 100 Hospitals Cardiovascular by Thomson Reuters; and named one of "America's Best Hospitals" for Orthopedics by U.S. News & World Report magazine. Our state-of-the-art electronic medical record system ensures our patients receive the best, safest possible care.

## **Governance**

The Board of Directors guided the direction of community benefit, with assistance from the Community Benefit Oversight Committee (CBOC).

### **Long Beach Memorial Medical Center, Miller Children's & Women's Hospital Long Beach, and Community Hospital Long Beach Board of Directors**

Barry Arbuckle, PhD

Gail Carruthers, MD

Dave Carver, Chairperson

Les Edrich, MD

Clifford Hancock, MD

Russell Hill

Stephen Hryniewicki, MD

Laurence Jackson

Joe Maga, Jr.

Lorna McFarland, MD

Nancy Myers

Suzanne Nosworthy

Beverly O'Neill

William Webster, MD

### **Community Benefit Oversight Committee**

The CBOC (Community Benefit Oversight Committee) is an advisory committee for the MemorialCare Long Beach hospitals' community benefit programs and reports to the Strategy Committee. The CBOC reviews and validates legal and regulatory compliance specific to community benefit mandates; assures community benefit programs and services are effectively meeting identified community health needs, with emphasis on populations with unmet health needs; and increases transparency and awareness of community benefit activities. The members of the CBOC include:

Lynette Bello, Supervisor, Welcome Baby Program

Angie Benton, Accreditation Coordinator, Long Beach Department of Health and Human Services

Melissa Biel, Community Benefit, MemorialCare Health System

Susan B. Feldman, Development Associate, Grants, Mental Health America of Los Angeles

Martha P. Gonzalez, Community Relations Manager, Long Beach Memorial

Linda Kerr, Diabetes Program Director, Long Beach Memorial

Peter J. Mackler, Executive Director, Government Relations and Policy, MemorialCare Health System

Christine Petit, Executive Director, Building Healthy Communities: Long Beach

Danielle Sees, Maternal, Child, Adolescent Health Coordinator, Long Beach Department of Health & Human Services

William Webster, Chairman, Finance Committee, Vice-Chairman, Long Beach Memorial Board of Directors

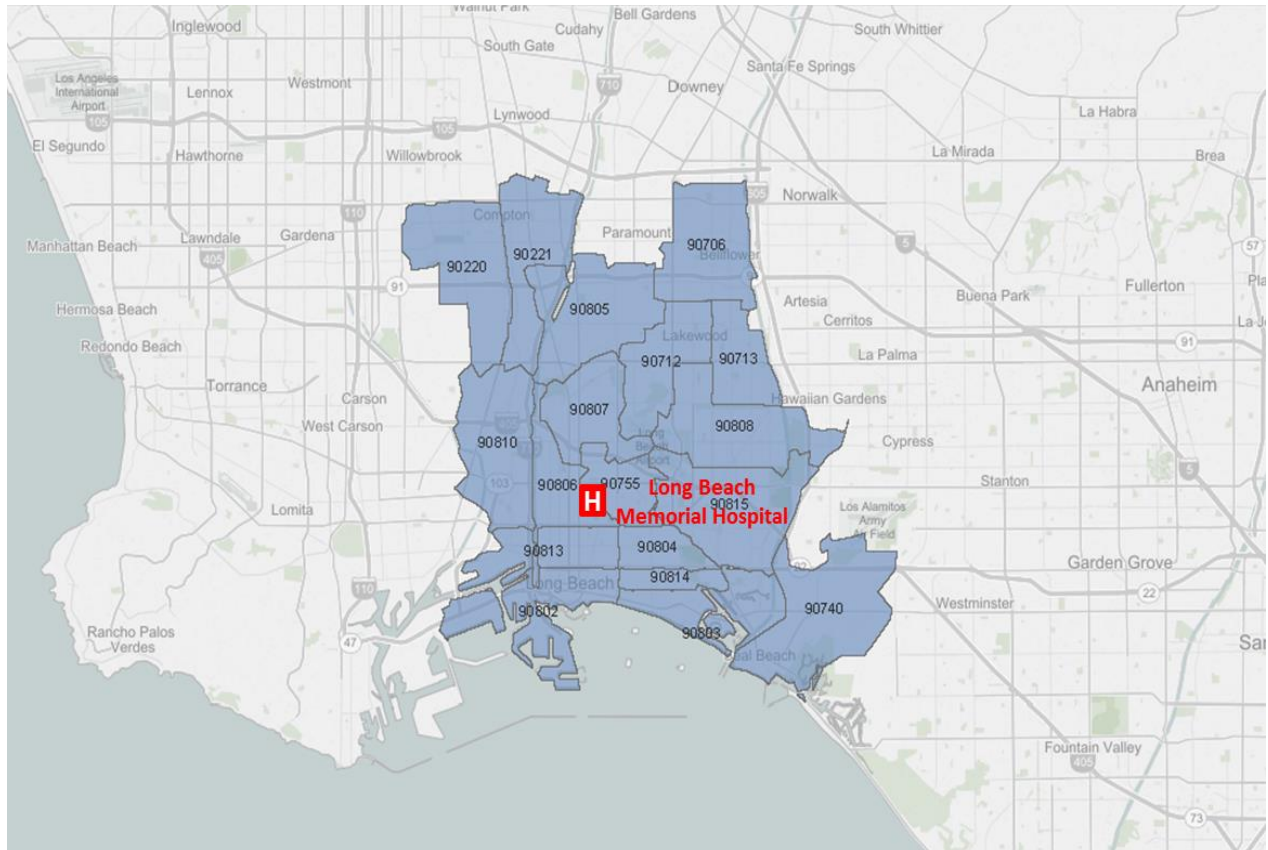
## Our Community

Long Beach Memorial Medical Center is located at 2801 Atlantic Ave., Long Beach, California 90806, in Los Angeles County. The Long Beach Memorial Medical Center service area consists of the following cities and zip codes.

### Long Beach Memorial Medical Center Service Area by Zip Code and Community

90220	Compton	90804	Long Beach
90221	Compton	90805	Long Beach
90706	Bellflower	90806	Long Beach
90712	Lakewood	90807	Long Beach
90713	Lakewood	90808	Long Beach
90740	Seal Beach	90810	Long Beach
90755	Signal Hill	90813	Long Beach
90802	Long Beach	90814	Long Beach
90803	Long Beach	90815	Long Beach

### Service Area Map



The City of Long Beach is a coastal community located in Los Angeles County. Based on the U.S. Census, Long Beach is the thirty-sixth most populous city in the nation and seventh in California. The city is diverse in terms of race and ethnicity. Hispanics/Latinos make up 41.3% of the population in Long Beach; Whites account for 28.6% of the population; Blacks/African Americans comprise 12.9% of the population and Asians 12.5%. Native Americans, Hawaiians, and other races combined total 4.7% of the population. Long Beach has the largest Cambodian community in the United States.

The service area for Long Beach Memorial Medical Center includes 745,709 residents. The majority of the service area residents live in Long Beach (63.4%) with the remaining 36.6% living in Bellflower, Compton, Lakewood, Seal Beach, and Signal Hill. Children and youth (ages 0-19) make up 28.7% of the population; while seniors (65 years and older) account for 10.5% of the population. The service area has a higher percentage of young people (ages 0-19) compared to the State. In terms of race/ethnicity, the service area is very diverse. The largest portion of the service area is Hispanic/Latino (44.2%). Whites make up 26.9% of the population; Blacks/African Americans comprise 14.1% of the population and Asians 10.6%. Native Americans, Hawaiians, and other races combined total 4.1% of the population. In terms of educational attainment, 21.7% of service area residents who are 25 years old and older have less than a high school diploma. 41.9% of service area residents live below 200% of the federal poverty level (FPL).

## **Community Health Needs Assessment**

Long Beach Memorial Medical Center conducted its most recent community health needs assessment in 2016. As in previous years, hospitals and organizations in the greater Long Beach community worked in collaboration to complete the CHNA. The hospitals and organizations that participated in the Long Beach CHNA Collaborative included: Dignity Health St. Mary Medical Center, Kaiser Permanente South Bay, Long Beach MemorialCare System (Long Beach Memorial Medical Center, Community Hospital Long Beach and Miller Children's & Women's Hospital), The Children's Clinic "Serving Children and Their Families" and the City of Long Beach Department of Health and Human Services. The Long Beach collaborative engaged Harder+Company Community Research to conduct the needs assessment. Through high-quality, culturally-based evaluation, planning, and consulting services, Harder+Company helps organizations translate data into meaningful action.

The Long Beach CHNA Collaborative reviewed secondary data from local, county, state and national sources to develop a comprehensive community profile that was organized by health needs. When reviewing possible secondary data sources, the collaborative considered: (1) the geography for which that data was available, prioritizing data that were available at more local levels (e.g., data that were available at the zip code, city or Service Planning Area level) and (2) when the data were collected, prioritizing the most current data available.



Analyses were conducted at the most local level possible. Also, when available, data about subgroups that are particularly impacted by the social determinant of health, health behavior or outcome were collected to develop a better understanding of the health needs within the community. This report includes benchmarks comparing secondary data for the hospital's service area against other similar communities such as other SPAs, the County and the State. When available, Healthy People 2020 Objectives were included as a benchmark.

Community input was provided by a broad range of community members and leaders through key informant interviews and focus groups. Interviewees included public health experts; representatives from state, local, tribal, or other regional governmental public health departments (or equivalent department or agency); as well as leaders, representatives, or members of medically underserved, low-income and minority populations. A total of 34 key informant interviews were conducted in October and November 2015 for the needs assessment.

Additionally, eight focus groups were conducted throughout the greater Long Beach community. A total of 52 community members participated in the focus groups. Many individuals who participated in focus groups were leaders, representatives or members of medically underserved, low-income and minority populations.

### Priority Health Needs

Significant health needs were identified through a scoring process of the primary and secondary data collected. Those health needs that were confirmed by more than one indicator were identified as a significant health need: (1) secondary data showed that the size of the health need was a concern, as measured by the proportion of the community affected, compared to the benchmarks (e.g., SPA, County, State or Healthy People 2020 Objectives) and (2) that primary data collection efforts (i.e., key stakeholder interviews and focus groups) identified the health need as a concern in the service area. Identified significant health needs included:

- Access to Care
- Access to Housing
- Chronic Disease
- Crime and Violence
- Economic Security
- Education
- Environment and Climate
- Mental Health
- Obesity and Diabetes
- Oral Health
- Pregnancy and Birth Outcomes
- Preventive Care
- Substance Abuse and Tobacco



The complete Community Health Needs Assessment report and the prioritized health needs can be accessed at [www.memorialcare.org/content/community-benefit](http://www.memorialcare.org/content/community-benefit).

## Community Benefit Services Summary FY2016

Community benefit services promote health and healing and are focused on addressing the identified unmet health needs of the community. For a program or service to be considered a community benefit it must: improve access to health care; or enhance the health of the community; or advance medical or health care knowledge; or reduce the burden of government or other non-profit community efforts.

In FY2016, Long Beach Memorial provided community benefit activities and programs within its service area. A summary of these activities follows:

### **Community Health Improvement Services**

#### Community Health Education

Health education classes and events were made available to the public at no cost. Community health education targeted the community at large, populations with, or at risk of, chronic disease, seniors and populations with health disparities. The hospital supported community health education by reaching out to vulnerable populations in communities at risk and partnering with senior centers, community clinics, churches, Lions Club and Rotary, local employers, and the City of Long Beach. Over 18,400 individuals were reached through community health education. Examples of activities included:

- Beat the Odds cancer survivor mind-body oncology program.
- Yoga and walking programs for cancer survivors.
- Walk with a Doc fitness and health education from physicians, exercise and stretches on monthly walks.
- Pre-diabetes and diabetes classes offered in English and Spanish.
- Health education on nutrition and healthy eating.
- Women Guiding Women support and peer mentoring program for newly diagnosed breast and gynecologic cancer patients.
- Tar Wars tobacco-free education program for fourth- and fifth-grade students in the Long Beach Unified School District. Over 540 students were reached with the smoke free messages during the school year.
- Community health fairs.
- Senior health lecture series.
- Exercise programs, including: Joints in Motion, community pool program, Tai Chi Chich, balance maintenance.
- American Lung Association's "Freedom From Smoking" program.
- Health education seminars on heart disease and stroke prevention.
- Community education and planning for disaster preparedness and injury prevention.

- *CareConnection* newsletter mailed to service area residents to notify the community of free classes, support groups, and screenings offered at the hospital. The information was also posted on our website.
- Support groups for community residents and family members/caregivers. A number of support groups are offered in Spanish. Support groups include: Alzheimer's disease, stroke, caregivers, chronic lung disease, Parkinson's, spinal cord injury, adult insulin pump, adult diabetes, bereavement, Implantable Cardioverter Defibrillator, inflammatory bowel disease, and cancer.
- Public health education in the media and community health awareness events to encourage healthy behaviors and improve preventive practices.
- Community support events focused on the health of the community that included: Race on the Base, The Children's Clinic Beach Walk, JDRF One Walk (Type I Diabetes awareness), Lipstick Angels (cancer awareness) and Walk it Off Wellness event (spinal cord injury awareness).

#### Community-Based Clinical Services

- Flu shot clinics.
- Health care screening tests held in the community (e.g. blood pressure, cardiac, blood sugar).
- Genetic counseling for hereditary cancer risk assessment.

#### Health Care Support Services

- Oncology life coach provides community members with answers to questions about cancer related information and provides referrals to local services.
- CancerCare telephone, online and face-to-face counseling, support groups, education, and publications for patients, cancer survivors, families and caregivers.
- Transportation programs for patients and families with limited resources to support access to care.
- Information and assistance to enroll in low cost or no cost health insurance programs.

#### **Health Professions Education**

Education programs for physicians, medical students, nurses, nursing students, and other health professionals.

Long Beach Memorial is a professional teaching hospital accredited by the Accreditation Council for Graduate Medical Education (ACGME) to sponsor post-MD medical training programs. LBMMC is also accredited by the Council on Podiatric Medical Education (CPME), an independent accrediting agency for podiatric medical education.

Our institution trains physicians from several universities. We currently oversee 23 programs with about two hundred residents and fellows. In addition, 20 medical students train at our facility each month as well as short-term medical students, physician assistant students, residents, fellows, research fellows and visiting professors.

LBMMC has a Master Affiliation Agreement with the University of California, Irvine (UCI) School of Medicine that allows UCI residents in the following programs to train at our institution:

- Anesthesiology
- Emergency Medicine
- Internal Medicine
- Obstetrics and Gynecology
- Pathology
- Pediatrics (includes Psychiatry)
- Physical Medicine and Rehabilitation
- Radiation Oncology
- General Surgery
- Plastic Surgery
- Pediatric Surgery

From the University of Southern California, LBMMC has residents in:

- Emergency Medicine
- Pediatric Dentistry

From Harbor-UCLA, LBMMC trains residents in:

- Emergency Medicine

From UCLA, LBMMC trains residents in:

- Anesthesiology/Obstetrics

LBMMC sponsors two residency programs in:

- Family Medicine
- Podiatry

A Master Affiliation Agreement with the University of California Irvine (UCI) School of Medicine allows UCI to send fellows in the following fellowship programs to train at our institution:

- Maternal/Fetal Medicine
- Gynecologic Oncology
- Urogynecology
- Cardiology

- Critical Care/Pulmonary
- Pediatric Pulmonology

From Harbor-UCLA, LBMMC receives fellows in:

- Pediatric Emergency Medicine
- Vascular Surgery
- Pulmonary

In addition to graduate medical education, Long Beach Memorial has an outstanding nursing education program partnering with local community colleges and California State University Long Beach, School of Nursing. There were over 300 undergraduate and graduate student nurses (non-contracted) participating in a clinical rotation at the hospital this past year. MemorialCare hospitals administer an H-1B Visa Skills Training Grant Program to provide skills, certifications and training needs in the health care sector.

Other health professionals are educated and perform their clinical hours and/or internship rotations at LBM. Students are directly supervised by LBM staff. Fields such as clinical nutrition, physical therapy, and pharmacy are represented. There were more than 185 students categorized as “other health professionals” educated this past fiscal year.

We also provided training and continuing education to community physicians, nurses and other health professionals through a number of different avenues including conferences hosted at our facility. These included: nutrition, medication, asthma, lung disease, and NICU/PICU lectures, among others.

### **Subsidized Health Services**

Subsidized services are clinical programs that are provided to meet an identified community need and are provided despite a financial loss to the organization. The services meet a community need and if not offered would be unavailable in the area or become the responsibility of the government or another non-profit organization. In compliance with regulations, subsidized health service expenses are reported after removing expenses for charity care, Medi-Cal shortfalls and other financial categories.

In FY2015 Long Beach Memorial served 18 persons in the Family Medicine Sigmoidoscopy Clinic.

### **Research**

Research is the study or investigation to generate generalizable knowledge made available to the public. Research includes the communication of findings and observations, including publication in a journal. Internally funded research and research funded by tax-exempt or government entities are eligible for reporting.

There are currently more than 300 ongoing research projects at LBM. Our studies focus on cancer, heart disease, orthopedics, infectious diseases, gynecology, obstetrics, urology, pediatrics, neonatology and many other areas. Support is also provided for staff to develop research projects, write research papers and present findings at professional conferences. Research administration is aggregated for both Long Beach Memorial and Miller Children's & Women's hospitals.

Much of the research performed is made possible by grants and other philanthropic support. In compliance with Federal regulations, research expenses are reported after applying the restricted research specific offsetting funding revenue.

### **Cash and In-Kind Contributions**

Funds and in-kind services donated to community groups and non-profit organizations.

LBM provides in-kind donations of meeting space and parking validations for a number of nonprofit organizations and community groups. Contributions are made to nonprofit organizations, charity events and event sponsorships.

The hospital provides a land lease, below fair market value, to the Long Beach Ronald McDonald House charity, which supports a 23-room Ronald McDonald House to serve the Long Beach Memorial and Miller Children's & Women's campus and the broader community.

### **Community Building Activities**

Activities that support community assets by offering the expertise and resources of the Hospital organization. These activities may address the root causes of health problems or the determinants of health, such as education, homelessness, poverty and environmental concerns.

#### Community Support

Staff members at Long Beach Memorial are active community members. They participate in a number of initiatives that support the community at large.

#### Coalition Building and Advocacy

Hospital representatives serve on a number of local, regional and state level organizations and committees that address health improvement and support professional health organizations. MemorialCare engages in local, state and national advocacy efforts that support access to health care.

The Annual President's Partnership is a conference hosted by MemorialCare President, Dr. Arbuckle, which informs and engages employers in the region to better understand health care reform, create a healthier workforce, and advocate for better care in the communities they serve.

### Workforce Development

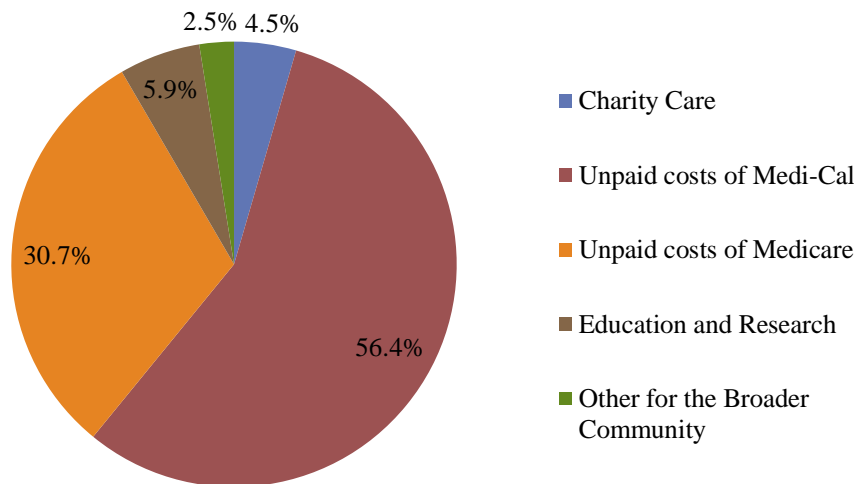
Hospital staff participated in community programs that encourage careers in nursing and other health professions and promote diversity in health care careers. Staff members visited local schools to discuss careers in health care and shared their expertise as mentors to high school students.



## Financial Summary of Community Benefit

**Consolidated financials for Long Beach Memorial, Community Hospital Long Beach, Miller Children's & Women's Hospital Long Beach, Orange Coast Memorial Medical Center and Saddleback Memorial Medical Center.**

Community Benefit Categories	Net Benefit
CHARITY CARE <sup>1</sup>	\$9,043,000
UNPAID COSTS OF MEDI-CAL <sup>2</sup>	\$113,997,000
OTHERS FOR THE ECONOMICALLY DISADVANTAGED <sup>3</sup>	\$0
EDUCATION AND RESEARCH <sup>4</sup>	\$12,009,000
OTHER FOR THE BROADER COMMUNITY <sup>5</sup>	\$5,140,000
<b>TOTAL COMMUNITY BENEFIT PROVIDED EXCLUDING UNPAID COSTS OF MEDICARE</b>	<b>\$14,189,000</b>
UNPAID COSTS OF MEDICARE <sup>2</sup>	\$62,079,000
<b>TOTAL QUANTIFIABLE COMMUNITY BENEFIT</b>	<b>\$202,268,000</b>



<sup>1</sup> Charity Care includes traditional charity care write-offs to eligible patients at reduced or no cost based on the individual patient's financial situation.

<sup>2</sup> Unpaid costs of public programs include the difference between costs to provide a service and the rate at which the hospital is reimbursed. Estimated costs are based on the overall hospital cost to charge ratio. This total includes the Hospital Provider Fees (HPF) paid to the State of California.

<sup>3</sup> Includes other payors for which the hospital receives little or no reimbursement (County indigent).

<sup>4</sup> Costs related to the medical education programs and medical research that the hospital sponsors.

<sup>5</sup> Includes non-billed programs such as community health education, screenings, support groups, clinics and other self-help groups.

## Community Benefit Plan FY2017

Long Beach Memorial will continue to address the identified unmet health needs in our service area through our contributions of community benefit resources. The Community Benefit Oversight Committee provides leadership oversight for community benefit efforts, specifically program planning, implementation, and evaluation.

As a result of the 2016 Community Health Needs Assessment, priority health needs were identified that the hospital chose to address through its Implementation Strategy. For Community Hospital Long Beach, selected community benefit efforts focus on increasing and supporting access to health care services through direct programs and partnerships with local community-based organizations. Our programs address the following priority health needs:

- Access to care
- Chronic disease
- Mental and behavioral health
- Overweight and obesity
- Preventive care

### Addressing Health Needs

The Implementation Strategy developed from the 2016 Community Health Needs Assessment, spans the period 2017-2019. Community Hospital Long Beach (CHLB) will continue to meet the identified priority health needs through a commitment of resources with the following programs and services:

- Financial assistance
- Transportation support
- Family Medicine rotations in community-based clinical services
- Support groups
- Community health education and health awareness events
- Public health education in the media and community health awareness events to encourage healthy behaviors and prevent chronic diseases
- Physician-led workshops and presentations
- Nutritional counseling
- Free health screenings and flu shot clinics
- Services to address chemical dependency and behavioral/mental health
- Infection control education program for staff at Skilled Nursing Facilities
- Cash and in-kind donations to support identified needs

### Measuring Impact

Community Hospital Long Beach will monitor and evaluate the programs and activities outlined above. The hospital anticipates that the actions taken to address significant health needs will improve health knowledge, behaviors, and status; increase access to care; and help support good

health. The hospital is committed to monitoring key initiatives to assess impact and has implemented a system that tracks the implementation of the activities and documents the anticipated impact. Our reporting process includes the collection and documentation of tracking measures, such as the number of people reached/served, increases in knowledge or changes in behavior as a result of planned strategies, and collaborative efforts to address health needs. An evaluation of the impact of the hospital's actions to address these significant health needs will be reported in the next scheduled Community Health Needs Assessment.

#### Fostering Community Partnerships

We are committed to fostering partnerships with community based organizations, community clinics, government agencies, schools and school districts, the faith community, public health, and public safety agencies. Our community benefit plan includes maintaining current partnerships and exploring opportunities to engage with new partners. Appendix 1 is a partial list of our partners.

We continue to participate in Los Angeles Department of Public Health Office of Planning, Evaluation, and Development needs assessment and community health improvement plan efforts. We will also continue our collaboration with the Long Beach Department of Health and Human Services by participating in the city's Community Health Improvement Plan Task Force. The Long Beach City strategic health plan shares many of our health priorities. We work together to address the area health needs in a collaborative manner.

## Appendix 1 – Community Partners

In keeping with the community benefit principle to actively build community capacity and our overall mission and commitment to improve the health and wellbeing of individuals, families and our communities, Community Hospital Long Beach, Long Beach Memorial, Miller Children’s and Women’s Hospital cultivate and maintain strong ties with community stakeholders. We collaborate with the following organizations (partial listing):

- American Heart Association
- American Lung Association
- Bellflower School District
- Building Healthy Communities: Long Beach
- Building Healthy Communities: Long Beach Youth and Parent Workgroups
- California State University Long Beach
- Cambodian Advocacy Center
- City of Long Beach
- City of Long Beach/Neighborhood Resource Center/Senior Centers
- Downtown Long Beach Lions Club
- Faith Community
- Junior League of Long Beach
- Latinos in Action
- LB Fresh
- LGBTQ Center
- Long Beach Alliance for Children with Asthma
- Long Beach Alliance for Food and Fitness
- Long Beach City College
- Long Beach Department of Health and Human Services
- Long Beach Police Department Homeless Assistance Project
- Long Beach Ronald McDonald Charity
- Long Beach Stroke Association
- Long Beach Unified School District
- Los Angeles County Department of Public Health
- Lutheran Social Services
- MHALA
- NAMI
- Paramount Rotary Club
- Ronald McDonald Charities of Southern California (RMCSC)
- Senior centers / senior living facilities
- SPIRITT Family Services
- Stroke Support Association

- The Children's Clinic
- United Cambodian Community
- Walk Bike Long Beach
- Walk Long Beach
- YMCA

## Contact Information

### Address of Hospital Campus

Long Beach Memorial Medical Center  
2801 Atlantic Avenue  
Long Beach, CA 90806

### Web Address

<http://www.memorialcare.org/long-beach-memorial>

### Community Benefit Contact

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